



United States Department of State

U.S. Embassy Pristina

EXTERNAL VACANCY ANNOUNCEMENT
02/2014

OPEN TO: ALL INTERESTED CANDIDATES
POSITION: USAID COMPUTER MANAGEMENT SPECIALIST
OPENING DATE: JANUARY 21 2014
CLOSING DATE: FEBRUARY 4, 2014
WORK HOURS: FULL-TIME; 40 HRS/WEEK
SALARY: FSN-10(19,713.00 €)

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

U.S. Embassy Pristina is seeking a qualified individual for the position of **COMPUTER MANAGEMENT SPECIALIST** in USAID.

BASIC FUNCTION OF POSITION

Within the Executive Office, the Automated Data Processing (ADP) Branch is responsible for providing data, word processing and telecommunication services. The ADP equipment system in the mission at the time includes seven servers: first domain controller, second domain controller, Exchange server, File and Print Server, SQL Server, Application Server, SMS and 90 Personal Computers running on Windows 7 enterprise, as well as Network Laser Printers, Scanners, Digital Senders, Digital Video Teleconferencing equipment. A LAN connects all the installed PCs through a server.

The incumbent reports directly to the Systems Manager who, in consultation with the ISSO/Executive Officer, establishes basic parameters of work and determines priorities. This employee will assist the Systems Manager with management of Mission ADP systems on an as needed basis or when the Systems Manager is on sick leave or vacation. During these periods s/he will serve as the network administrator and will be responsible for the maintenance of the system. These responsibilities include, but are not limited to, responsibility for matters relating to computer operations, support of applications systems, the installation, maintenance and repair of all hardware, telecommunications, WARP, and systems development.

The incumbent assists in training for computer users in Pristina. The incumbent is responsible for adding new phone/LAN connections as required and updating any changes in network layout drawings/tables. This position requires a broad and comprehensive knowledge of LAN systems and PC-based hardware and software. The incumbent must have strong technical and communications skills.

MAJOR DUTIES & RESPONSIBILITIES

LAN and WAN Operation and Administration (25%)

Monitor, control, optimize, and maintain electronic messaging on Windows Servers and Google Cloud platform. The primary objective is the highest network day to day availability. S/he installs and maintains network software to servers and clients (PCs), upgrade of new software releases, optimizes network performance, and upgrades client software. As required/approved will download and install all necessary patches and service packs released. Maintains backed up copies of server data to prevent accidental loss. Adds/removes layer 1 network connections and creates/updates network topology drawings and data. Configures, troubleshoots and supports workstation operations, mobile devices configuration and communication and other network equipment.

Telephone System (25%)

Cisco VOIP Telephone server and user operations administration and support: Monitor, control, optimize, and maintain day-to-day operations of Cisco VOIP phone system in use. This system contains Cisco based Call Managers and Cisco Based Unity Server for voice mail system, and Call Detail Report Server for generating call reports. Configures and administers Cisco access switches for VOIP Telephone infrastructure operations; maintains core VOIP Cisco Router and core Cisco VOIP Switch. Maintains and troubleshoots E1 link.

Application Development and Support (10%)

Supports everyday computer work of Mission employees - this includes support in text processing software, spreadsheet software, graphics software and all other software that is in use in USAID/Kosovo Office. Monitors EXO Applications software which runs on SQL Server, including backups and other maintenance as required. Supports controller's office staff in running MACS application and processing PAYROLL, troubleshoots and debugs cashiers WIN ACS application. Checks device security updates printer firmware and applies patches for ISS compliance.

Administer, maintain and troubleshoot Documentum EMC2 platform; Supports the E2 travel system administration; Collect user's requirements and develops applications for USAID/Kosovo needs. Develop a requirements data model. Capture user requirements in use cases and transform them into detailed designs. Apply use cases to software development initiatives. Design, build and query relational databases. Apply normalization to data for effective, stable database design. Achieve optimum quality systems through UML techniques and supporting CASE tools. Apply general software testing principles and fundamental test processes.

Information Security and Disaster Recovery planning (15%)

Analyze exposure to security threats and protect mission's systems and data. Protects network users from hostile applications and viruses. Manage risks emanating from inside the organization and from the Internet. Regularly check nCircle application for vulnerability scans. Downloads, manages and applies all necessary patches, service packs, security releases and drivers. Follows ISS regulations and implements all necessary requirements for USAID/Kosovo computer system. Assists System Manager to select and deploy an alternate site for continuity of mission-critical activities and to identify appropriate strategies to recover the infrastructure and processes. This also includes organizing and managing recovery teams.

Telecommunication Equipment Operation and Monitoring (10%)

Monitor everyday WARP equipment operations (direct link to AIDW, Voice/FAX Over IP (VOIP), Cisco Access Switch administration for VOIP operations, VOIP support for Cisco 7960/7970 phones, analog extension support for Cisco VG248, E1 link support to telecom provider, H.323 support for connectivity between USAID/Kosovo and AIDW, third party vendor VOIP support for VOIP Calls to Northern America. Monitors and administers Video-Tele-Conferencing hardware and other telecom equipment.

Maintenance and Hardware Repair (15%)

Keeps servers, LAN equipment, printers, and PCs in high availability status. This includes troubleshooting of Servers, PCs and LAN equipment, replacing parts that need replacement and preventive maintenance as requested by the equipment vendors. Maintains inventory of all devices and their peripherals within ADP office. Upgrades antivirus software on both servers and client sides. All these tasks require intervention without significant interruption

REQUIRED QUALIFICATIONS

Education: University degree in computer science

Prior Work Experience: Three to five years of responsible experience in network administration.

Language Proficiency: Level 4 English & Albanian. (Fluency in read/write/speak)

Knowledge: Excellent working knowledge of data processing theory and systems.

Abilities and Skills: Excellent technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Kosovo computer resources. Strong interpersonal skills are required to

resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way communications and promote computer and automation services. Supervisory skills are required

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest and budget in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current ordinarily resident employees with an overall summary rating of needs improvement or unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
4. The candidate must successfully pass a background investigation conducted by the Regional Security Office.

TO APPLY - Interested candidates for this position must submit the following for consideration of the application:

1) Universal Application for Employment (UAE); **2)** A current resume or curriculum vitae that provides the same information found on the UAE; **3)** Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application; **4)** any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above; **5)** Copy of Kosovo ID or copy of Passport.

APPLICATIONS CAN BE SUBMITTED AS FOLLOWS:

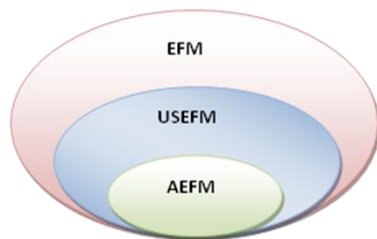
Hand deliver to:
HUMAN RESOURCES OFFICE
U.S. EMBASSY PRISTINA
RR. NAZIM HIKMET NR. 30
10000 PRISTINA, KOSOVO

CLOSING DATE FOR THIS POSITION: FEBRUARY 4, 2014 - BY COB (CLOSE OF BUSINESS)

The US Mission in Pristina provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM)**: An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126, Foreign Service Residence and Dependency Report](#), of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).